

***State of Kansas***  
***Office of Information Technology Services***  
***Central Office***

***KIRMS Change Request***  
***User's Manual***

*September 2012*


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## VIEWING HELP TEXT FOR A SCREEN

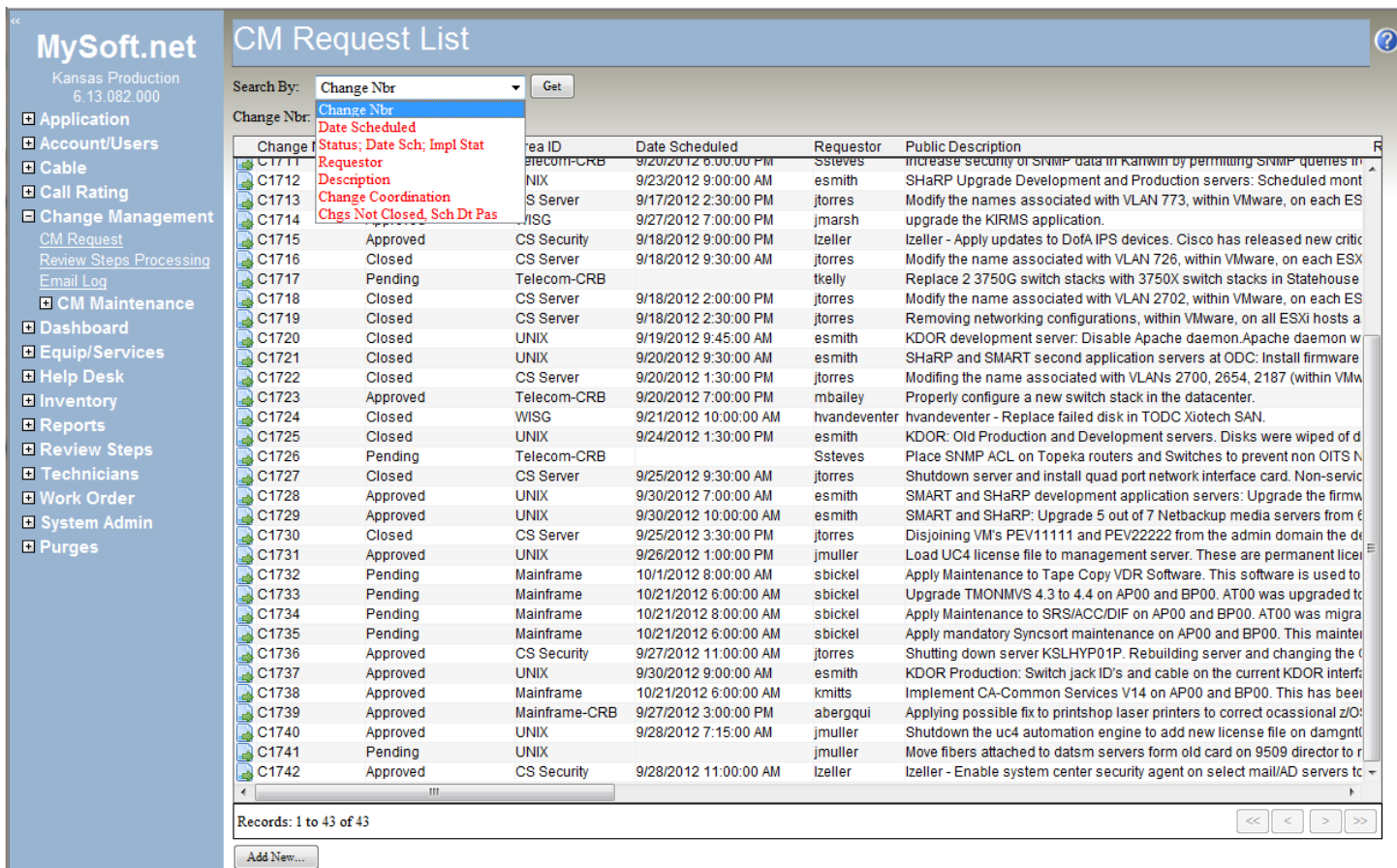
On all of the KIRMS screens, there is a question mark in a blue circle  in the upper-right corner of the screen. If you click the question mark, you will open the Help Text for that screen.

On the Change Request screen, much of the Help Text will be displayed for a few seconds by resting your pointer over a field label.

## LOOKING UP A CHANGE REQUEST

1. Open KIRMS.
2. In the menu on the left side of the screen, click on Change Management, then Change Request or Review Step Processing.
3. Open the Search By and change it to the criteria you would like to search by. Enter the value(s) in some or all the field(s) displayed and click GET.

**TIP:** At least enter a C in the Id field because all Chg Request Id's begin with a C. Not all parameter fields have to be populated with values to do a look up. For example: if you select **Status; Date Schd; Impl Status**, you can populate only the Status and click GET, the other two fields can be left blank or can be populated.



**MySoft.net**  
Kansas Production  
6.13.082.000

- Application
- Account/Users
- Cable
- Call Rating
- Change Management
  - CM Request
  - Review Steps Processing
  - Email Log
- CM Maintenance
- Dashboard
- Equip/Services
- Help Desk
- Inventory
- Reports
- Review Steps
- Technicians
- Work Order
- System Admin
- Purges

### CM Request List

Search By: **Change Nbr**

Change Nbr: **Change Nbr**  
Date Scheduled  
Status; Date Sch; Impl Stat  
Requestor  
Change Coordination  
Chgs Not Closed, Sch Dt Pas

Change ID	Status	Category	Date Scheduled	Requestor	Public Description
C1711	Pending	Telecom-CRB	9/20/2012 6:00:00 PM	Ssteves	Increase security of SNMP data in Kanwin by permitting SNMP queries in
C1712	Pending	NIX	9/23/2012 9:00:00 AM	esmith	SHaRP Upgrade Development and Production servers: Scheduled mont
C1713	Pending	CS Server	9/17/2012 2:30:00 PM	jtortes	Modify the names associated with VLAN 773, within VMware, on each ES
C1714	Pending	WISG	9/27/2012 7:00:00 PM	jmarsh	upgrade the KIRMS application.
C1715	Approved	CS Security	9/18/2012 9:00:00 PM	tzeller	Izeller - Apply updates to DoFA IPS devices. Cisco has released new critic
C1716	Closed	CS Server	9/18/2012 9:30:00 AM	jtortes	Modify the name associated with VLAN 726, within VMware, on each ESX
C1717	Pending	Telecom-CRB	9/18/2012 2:00:00 PM	tkelly	Replace 2 3750G switch stacks with 3750X switch stacks in Statehouse
C1718	Closed	CS Server	9/18/2012 2:00:00 PM	jtortes	Modify the name associated with VLAN 2702, within VMware, on each ES
C1719	Closed	CS Server	9/18/2012 2:30:00 PM	jtortes	Removing networking configurations, within VMware, on all ESXi hosts a
C1720	Closed	UNIX	9/19/2012 9:45:00 AM	esmith	KDOR development server: Disable Apache daemon.Apache daemon w
C1721	Closed	UNIX	9/20/2012 9:30:00 AM	esmith	SHaRP and SMART second application servers at ODC: Install firmware
C1722	Closed	CS Server	9/20/2012 1:30:00 PM	jtortes	Modifying the name associated with VLANs 2700, 2654, 2187 (within VMw
C1723	Approved	Telecom-CRB	9/20/2012 7:00:00 PM	mbailey	Properly configure a new switch stack in the datacenter.
C1724	Closed	WISG	9/21/2012 10:00:00 AM	hvandevener	hvandevener - Replace failed disk in TODC Xiotech SAN.
C1725	Closed	UNIX	9/24/2012 1:30:00 PM	esmith	KDOR: Old Production and Development servers. Disks were wiped of d
C1726	Pending	Telecom-CRB	9/25/2012 9:30:00 AM	Ssteves	Place SNMP ACL on Topeka routers and Switches to prevent non OITS N
C1727	Closed	CS Server	9/25/2012 9:30:00 AM	jtortes	Shutdown server and install quad port network interface card. Non-servic
C1728	Approved	UNIX	9/30/2012 7:00:00 AM	esmith	SMART and SHaRP development application servers: Upgrade the firmw
C1729	Approved	UNIX	9/30/2012 10:00:00 AM	esmith	SMART and SHaRP: Upgrade 5 out of 7 Netbackup media servers from 6
C1730	Closed	CS Server	9/25/2012 3:30:00 PM	jtortes	Disjoining VM's PEV11111 and PEV22222 from the admin domain the de
C1731	Approved	UNIX	9/26/2012 1:00:00 PM	jmuller	Load UC4 license file to management server. These are permanent licen
C1732	Pending	Mainframe	10/1/2012 8:00:00 AM	sbickel	Apply Maintenance to Tape Copy VDR Software. This software is used to
C1733	Pending	Mainframe	10/21/2012 6:00:00 AM	sbickel	Upgrade TMONMVS 4.3 to 4.4 on AP00 and BP00. AT00 was upgraded to
C1734	Pending	Mainframe	10/21/2012 8:00:00 AM	sbickel	Apply Maintenance to SRS/ACC/DIF on AP00 and BP00. AT00 was migra
C1735	Pending	Mainframe	10/21/2012 6:00:00 AM	sbickel	Apply mandatory Syncsort maintenance on AP00 and BP00. This mainte
C1736	Approved	CS Security	9/27/2012 11:00:00 AM	jtortes	Shutting down server KSLHYP01P. Rebuilding server and changing the
C1737	Approved	UNIX	9/30/2012 9:00:00 AM	esmith	KDOR Production: Switch jack ID's and cable on the current KDOR interfa
C1738	Approved	Mainframe	10/21/2012 6:00:00 AM	kmitts	Implement CA-Common Services V14 on AP00 and BP00. This has been
C1739	Approved	Mainframe-CRB	9/27/2012 3:00:00 PM	abergqui	Applying possible fix to printshop laser printers to correct occasional z/O
C1740	Approved	UNIX	9/28/2012 7:15:00 AM	jmuller	Shutdown the uc4 automation engine to add new license file on damgnt
C1741	Pending	UNIX	9/28/2012 11:00:00 AM	jmuller	Move fibers attached to datasm servers form old card on 9509 director to r
C1742	Approved	CS Security	9/28/2012 11:00:00 AM	tzeller	Izeller - Enable system center security agent on select mail/AD servers to

Records: 1 to 43 of 43

Add New...

4. Double click anywhere on the row or single click on the icon to the left of the Change record you would like to open and the record will open in the Change Request screen or the Review Step Processing screen.

## ENTERING A NEW CHANGE REQUEST

1. Open KIRMS.
2. In the menu on the left side of the screen, click on Change Management, then Change Request.
3. In the lower-left of the screen, click the Add New button. (see previous graphic)
4. Populate the fields as noted below. If the field description on the graphic is not clear, a definition, possibly with additional information for each field, follows the graphic.

**CM Request**

Change Nbr\* C0444 Request Date 7/5/2011 3:49:25 PM

Requestor\* Ckinnett Created By Ckinnett

Name Clayton Kinnett

Email clayton.kinnett@da.ks.gov

Phone (785) 296-7016

[Change Users Manual](#)

Request Resource Implementation Proc Backout Procedure Status Details

**Public Description\***

Create sub-interface link between new kanwin and old kanwin for AVPN public vrf traffic. There will be minimal disruptions in the network with route reconvergence.

**Change Type\*** Emergency

**Change Due Date/Time\*** 7/5/2011 8:00:00 PM

**Change Duration\*** 1.00 **End Date** 7/5/2011 9:00:00 PM

**Area ID\*** Telecom

**Change Reason** Break Fix

**Urgency ID\*** Criticality 1 (Immediately)

**Risk ID\*** 1 (Low)

**Impact ID\*** 2: Medium

Set Defaults Send Email Review Plan Print Save Save and Exit Cancel

Send to Requestor Calendar Agency Notice

**Annotations:**

- Select Requestor from the KIRMS Users list
- Auto populated from the Requestor look up but can be typed over to change the info for this change request
- Type a generic summary of the change leaving out critical, non-public info
- Select Change Type
- Enter the length of time the change will take and tab to automatically fill End Date
- When a business day is selected, the End Date will be calculated
- Select the values from the pick lists

**Calendar - Microsoft In...**

12:00:00 AM

November 2011

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

**Annotations:**

- Change Due Date/Time
- Using the selection arrows or typing in the fields, be sure you select a **TIME** or no time will be saved and the End Date will not be calculated.
- Then double click on the correct DAY and the data will be saved to the screen.

**Change Number** – Auto generated - unique identifier assigned to the change request. Number is prefixed with a 'C'. Example: C1567.

**Requestor** - User ID of the OITS person requesting the change. Required field.

**Name** – Auto populated based on the user Id of the person requesting the change. Can be manually changed, if needed, by typing over it.

**Email** – Auto populated based on the user Id of the person requesting the change. Can be manually changed, if needed.

**Phone** - Auto populated based on the user Id of the person requesting the change. Can be manually changed, if needed, by typing over it.

**Request Date** - Auto generated - the date the CM request was first created.

**Created By** – Auto generated - User who entered the Change Request. May not be the same person as the Requestor.

#### ***REQUEST TAB SCREEN FIELDS:***

**Public Description** - Public, non-technical information for external distribution.

**Change Type** – Select the timeframe for when the change needs to happen.

Emergency - needs to happen as soon as possible.

Exception - not an emergency but happens outside the normal guideline.

Standard - follows normal guidelines.

**Change Due Date/Time** - The date/time when the change is planned. The time is required also. You MUST change some part of the time for the time to be saved. See the NOTE below.

**Change Duration** - The estimated length of time to implement the Change Request. Both the Change Due Date/Time and the Change Duration are required to calculate the End Date.

**NOTE: If you change the Change Due Date/Time, you must tab back through the Change Duration to recalculate the End Date**

**End Date** - Auto calculated - ending date/time of planned change. See NOTE above.

**Area Id** – Select the work area that will perform the change. This sets the default review plan.

**Change Reason** – Select the reason for the change request.

Break Fix - Repair broken component NOT causing an outage

Customer Request – Customer requested this change

Hardware Change – Adding additional hard-drives, memory, power supply, etc

Maintenance – Preventive service to eliminate potential sources of service interruption

New Install – Add new component

Outage – Repair broken component causing an outage

Patch/Hot Fix – software patch/firmware

Vendor Request – Vendor requested this change



**Urgency Id** – Select the lead time required for the change.

Criticality 1 (Immediately) – Change within the same day

Criticality 2 (2-5 Bus Days) – Change within 2 to 5 business days

Criticality 3 (Gen Maint) – Change within the appropriate maintenance window

**Risk ID** - Potential threat a change may pose to the stability of the production environment

1 (Low) - Familiar technology, tested or testing not needed, easily and quickly backed out

2 (Medium Low) - Familiar technology, tested, back out in 30 minutes or less

3 (Medium) - Familiar technology, tested, back out in 1 hour or less

4 (High Medium) - Less familiar technology, no testing or limited, back out less than 2 hours

5 (High) - New technology, untested, back out greater than 2 hours. **(MUST go to CRB)**

**Impact Id** - Overall visibility or importance of a change

1: Low - Impacts a single or small # of customers at a single location and is not a critical service.

2: Medium - Impacts multiple customers at a single location.

3: High - Impacts multiple customers at multiple locations or impacts a critical service or is being implemented during production hours or could be politically sensitive. **(MUST go to CRB)**

4: Critical - Impacts all customers at all locations and is defined as a critical service or is politically sensitive. **(MUST go to CRB)**

#### **RESOURCE TAB SCREEN FIELDS:**

The screenshot shows a web form for the 'Resource' tab. At the top, there are tabs: 'Request', 'Resource', 'Implementation Proc', 'Backout Procedure', and 'Status'. The 'Resource' tab is active. The form contains the following fields and annotations:

- Notified Cust**: A dropdown menu with 'Yes' selected. An annotation 'Select N/A, Yes or No' points to this field. Another annotation 'Only displays if Notified Cust = Yes' points to the 'Who Notified' field.
- Who Notified**: A text input field.
- Resource Type**: A dropdown menu with 'Local Tech' selected. An annotation 'Select resource type from list' points to this field.
- Tech ID**: A dropdown menu with 'dkaspar' selected. An annotation 'If not Requestor, select Technician' points to this field.
- Resource Name**: A text input field containing 'David Kaspar'. An annotation 'Auto populated based on Technician look up' points to this field.
- Phone**: A text input field containing '7852961234'. An annotation 'Phone number during change' points to this field.
- Incident Nbr**: A text input field. An annotation 'Related Incident # if there is one' points to this field.
- Create WO**: A button. An annotation 'Click to automatically create & link a work order if needed' points to this button.
- Work Order Nbr**: A text input field.

**Notified Cust** – N/A, Yes or No selection indicates whether the customer has been notified.

**Who Notified** – only displays and is required if Notified Cust = Yes.

**Resource Type** - Resource that will accomplish the change.

N/A, Dial-In, None, On-Site, Vendor, Local Tech

**Tech Id** - The OITS person assigned to implement the change. Auto populated from the Requestor but can be changed with a look up.

**Resource Name** – Auto populated based on the Technician look up.



**Phone** – Resource's phone number during the change.

**Incident Nbr** - Link to Help Desk Incident number associated with the change request, if there is one.

**Create WO** button - Generates a work order header record from the change request, if clicked.

**Work Order Nbr** - Link to Work Order number associated with the change request, if there is one.

### **IMPLEMENTATION PROCEDURE TAB SCREEN FIELDS (Internal Description):**

The screenshot shows a web application interface with a tabbed menu at the top: Request, Resource, Implementation Proc (selected), Backout Procedure, Status, and Post Impl Notes. The main content area is titled 'Implementation Proc' and contains a text box with the following steps: 'Download software from the vendor's FTP site', 'Disable web server', 'Execute the upgrade on the server & DB', 'Enable web server', and 'Notify owner when completed.' A yellow callout box with an arrow points to this text box, stating 'Type the implementation steps'. Below the text box is an 'Add Document(1)' label with a downward arrow pointing to a text input field. A yellow callout box points to this label, stating 'Click the label to view an attachment'. To the right of the input field is an ellipsis button '...' and a 'Clear' button. A yellow callout box points to the ellipsis button, stating 'Browse to attach a supporting document, if needed.'

**Implementation Procedure** – Technical description of the change and any associated work order or help desk ticket numbers, internal information such as IP Numbers, etc.

**Add Document** - Implementation attachment. Can be a diagram, notes for the implantation, etc. To attach a document, click on the ellipsis.

The screenshot shows a dialog box titled 'UserDefinedAttachmentDlg - Microsoft Internet Explorer provided b'. The main heading is 'Attachment'. Below it, the text says 'Select a file to attach to this field.' The 'Attachment:' label is followed by a text box containing the file path 'C:\Cosmos\_Data\CISCOProcessLog.pdf'. A yellow callout box points to the 'Browse...' button, stating 'Click the browse button to find/select the document you want to attach'. Below the text box are 'Upload' and 'Close' buttons. A yellow callout box points to the 'Upload' button, stating 'After finding your document, click Upload'.

## BACKOUT PROCEDURE TAB SCREEN FIELDS:

The screenshot shows a web application interface with a tabbed menu at the top containing 'Request', 'Resource', 'Implementation Proc', 'Backout Procedure' (selected), 'Status', and 'Post Impl Notes'. Below the tabs is a section titled 'Backout Procedure'. Inside this section is a text area with the text: 'Restore from Backup', 'The purpose of typing this text is for more testing for spacing issues on the report.', and 'Guess I will just have to return and type again to get several lines of type'. A yellow callout box with an arrow points to this text area, containing the text 'Type the Back out steps'. Below the text area is an 'Add Document (2)' label with a yellow callout box pointing to it that says 'Click the label to view an attachment'. To the right of the 'Add Document (2)' label is a text input field with an ellipsis button (...) and a 'Clear' button. A yellow callout box with an arrow points to the ellipsis button, containing the text 'Browse to attach a supporting document, if needed.'

**Back out Procedure** - The back out plan, if needed.

**Add Document** – Back out attachment. Can be a diagram, notes for the back out, etc.  
To attach a document, click on the ellipsis. (See previous Attachment graphic)

**SAVING THE CHANGE REQUEST:** A Change Request can simply be Saved and worked on later or it can be Released to the next Step in the Work Flow. In either case, you need to click the **Save and Exit** button at the bottom of the Change Request screen.

**RELEASING THE COMPLETED CHANGE REQUEST:** When you are finished with the initial entry of the change request and you are ready to Release it to next Step in the Work Flow:

1. In the KIRMS menu (on the left side of the screen), click **Change Management – Review Steps Processing**
2. Look up the Change Request by selecting whatever Search By you would like to use, fill in the search values and click GET. Double click on the record you would like to open.

*The record will open inside of the Review Steps window. There will be three or four buttons at the bottom of the Review Steps window depending on the current Step status: Take Ownership or Relinquish Ownership, Save and Release, Save and Exit and the Cancel button.*

3. Click the **Take Ownership** button at the bottom of the screen.
4. Click the **Save and Release (Back)** button – bottom right. An email will be sent to the staff responsible for the next step in the Review Plan (work flow) to notify them the Change is available for action.

**NOTE:** To modify a Review Plan, please see the **Review Step Processing – Review Plans Instructions**.

## CHANGE REQUEST REVIEW, APPROVAL or RESCHEDULE

You may have received an email notifying you that a Change Request is available for action or review or you might be reviewing an Approved change that you have a concern with to change the status to Pending CRB Review.

1. Open KIRMS - on the left side of the screen, click on Change Management, then Review Step Processing.
2. Open the Search By and change it to the criteria you would like to search by. A couple of good choices for change Requests might be by **ID; Status** or **ID; Scheduled Date**. Enter the value(s) in some or all the field(s) displayed and click GET. (Some of the browses are specifically to look up other records, like Help Desk tickets)

**TIP:** Not all parameter fields have to be populated with values to do a look up. At least enter a C in the ID field because all Chg Request ID's begin with a C. For example: if you select **ID; Scheduled Date**, you can enter C in the ID field, and a portion of the date in the Scheduled Date field like: 12/\*/2010 and click GET.

3. Double click on the record you would like to open.  
*The record will open inside of the Review Steps window. There will be three or four buttons at the bottom of the Review Steps window depending on the current Step status: Take Ownership or Relinquish Ownership, Save and Release, Save and Exit and the Cancel button.*
4. Click the **Take Ownership** button at the bottom of the screen only if the change is in your review step and review the details by clicking on each of the tab screens of the change request
5. If you need to change the status of the change request, click on the Status tab and select the status from the list. **Only check boxes you have permission to will be displayed on your screen.** (See notes below for status descriptions and their affect on the screen.)

The screenshot shows the 'CM Request' form with the following fields and tabs:

- Change Nbr:** C1508
- Request Date:** 6/5/2012 8:47:26 AM
- Requestor:** kwann
- Created By:** KWann
- Name:** Kelby Wann
- Status:** Approved
- Email:** kelby.wann@daks.gov
- Phone:** (785) 291-0610

**Tabs:** Request, Resource, Implementation Proc, Backout Procedure, Status Details (selected)

**Status Options:** Approved ☒, Disapproved ☐, Canceled ☐, Closed ☐, Rescheduled ☐, Pending CRB Review ☐

**Scheduling Fields:**

- Date Scheduled:** 6/5/2012 8:00:00 PM
- Scheduled End:** 6/5/2012 9:00:00 PM
- Date Authorized:** 9/28/2012 11:03:44 AM
- Authorized By:** jarmstrong
- Rescheduled On:**
- Rescheduled By:**
- Date Implemented:**
- Impl Status:**
- Time Spent:** 0.00

**Notes Section:** Add Note, Notes

**Buttons:** Set Defaults, Send Email, Review Plan, Print, Save, Send to Requestor Calendar, Relinquish Ownership, Step: CM Technical Apprv, Save and Release (Back), Save and Release (Next), Save and Exit, Cancel

**Yellow Callout Boxes:**

- Click the Status tab, check the Status you want for the request and many fields will be auto-populated
- Type a note here whenever needed, TAB and it will be copied to the field below with the date/time and logon at the beginning of the entry
- If Approved, you can post it to the Requestor's calendar
- Click Save and Release (Back)

Approved - sets Date Scheduled, Scheduled End Date, Date Authorized and Authorized By fields automatically. After SAVE, all of the fields on the Request tab will be locked.

Disapproved – requires a new CM be created if same work needs to be requested again and displays the Status Reason field (see desc below). *This change request is closed.*

Canceled – means this particular change will not be implemented. *This change request is closed.*

Closed – closes the change request and no fields can be updated. *This change request is closed.*

Rescheduled – blanks out Date Scheduled & Scheduled End Date so a new Scheduled Date can be selected (auto-populates the Scheduled End Date), displays the Status Reason Field, and auto-populates Rescheduled On and Rescheduled By. This option is limited to CM Approvers only. May need to reclick the Send to Requestor Calendar for the new dates.

Pending CRB Review – means one director has a problem with an Approved change request. Automatically sends an email to the OITS Deputy Directors and KIRMS Change Approved group with the details.

6. Populate **Status Reason**, if displayed – only displays and is required if Status = Disapproved, Rescheduled or Pending CRB Review.
7. You can also click the **Send to Requestor Calendar** to post it on the Requestor's Outlook calendar, if needed.
8. Click the **Save and Release (Back)** button (bottom right) if you need to move the change request to the next step in the work flow. An email will be sent to the staff responsible for the next step in the Review Plan (work flow) to notify them the Change is available for action.

*You would not be moving the request to the next step if you opened the request to set the status to Pending CRB Review. An email would automatically be sent for this status change also.*

**NOTE: To modify a Review Plan, please see the Review Step Processing – Review Plans Instructions if needed.**

## REQUESTOR - AFTER CHANGE IMPLEMENTED

After the technician has implemented an approved change, the tech needs to **enter the implementation information and close the change request** in Review Step Processing.

1. Open KIRMS.
2. In the menu on the left side of the screen, click on Change Management, then Review Step Processing.
3. Open the Search By and change it to the criteria you would like to search by. A couple of good choices for change Requests might be by **ID; Status** or **ID; Scheduled Date**. Enter the value(s) in some or all the field(s) displayed and click GET. (Some of the browses are specifically to look up other records, like Help Desk tickets)

**TIP:** Not all parameter fields have to be populated with values to do a look up. At least enter a C in the ID field because all Chg Request ID's begin with a C. For example: if you select **ID; Scheduled Date**, you can enter C in the ID field, and a portion of the date in the Scheduled Date field like: 12/\*/2010 and click GET.

4. Double click on the record you would like to open.  
*The record will open inside of the Review Steps window. There will be three or four buttons at the bottom of the Review Steps window depending on the current Step status: Take Ownership or Relinquish Ownership, Save and Release, Save and Exit and the Cancel button.*
5. Click the **Take Ownership** button at the bottom of the screen
6. Click on the Status tab

The screenshot shows the 'Review Step Processing' window in KIRMS. The 'Status Details' tab is selected. The window contains several input fields and buttons. Yellow callout boxes provide the following instructions:

- Click Closed to change the Status**: Points to the 'Closed' checkbox, which is checked.
- Enter the Date/Time implemented, Implementation Status and the Time Spent doing the implementation**: Points to the 'Date Implemented' field (6/24/2012 12:00:00 PM), the 'Impl Status' dropdown (Completed with Problems), and the 'Time Spent' field (1.00).
- Type any notes needed here, TAB and it will be copied to the field below with the date/time and your logon at the beginning**: Points to the 'Add Note' text area.
- Click Save and Release (Back) unless you need to enter Post Implementation Notes**: Points to the 'Save and Release (Back)' button.

At the bottom of the window, there are buttons for 'Relinquish Ownership', 'Step: CM Telecom Requestor', 'Save and Release (Back)', 'Save and Release (Next)', 'Save and Exit', and 'Cancel'.

**Status** – set to Closed.

**Date Implemented** – select the date/time the implementation was done.

**Impl Status** (Implementation Status) – select the appropriate status from the list.

Failed – the implementation was not able to be started.

Completed with Problems – the implementation completed but there were problems that had to be resolved.

Partially Completed – the implementation was stopped after part of the implementation had completed

Successful – the implementation was successful with no problems encountered.

**Time Spent** – the number of hours you spent doing the actual implementation

7. To enter Post Implementation Notes, click on the Post Impl Notes tab.

Request | Resource | Implementation Proc | Backout Procedure | Status Details | **Post Impl Notes**

Notes are added to this tab after the implementation is complete.

Add Impl Note

**If needed, type post implementation notes here, TAB and it will be copied to the field below with the date/time with your logon at the beginning.**

Post Impl Notes

Set Defaults | Send Email | Review Plan | Print | Save

Send to Requestor Calendar

**Click Save and Release (Back)**

Relinquish Ownership | Step: CM Telecom Requestor | Save and Release (Back) | Save and Release (Next) | Save and Exit | Cancel | < | >

**Add Impl Note** - Any note keyed in this area will be added to the Notes area after tabbing out.

**Post Impl Notes** - Additional information associated with the change.

**Save and Release (Back)** - After all updates have been made, click Save and Release (Back).



## RUNNING REPORTS

1. Open KIRMS
2. In the menu on the left side of the screen, click Reports, then click Run Report.
3. On Run Report List screen, the search by should say 'Report Title'.
4. In the title field, enter 'CM', or more if you know the report title, and click the GET button.

MySoft.net  
Kansas Production  
6.13.078

Application  
Account/Users  
Cable  
Call Rating  
Change Management  
Equip/Services  
Help Desk  
Inventory  
Reports  
Run Report  
Report History  
Report Maintenance  
RPTs on Web  
Reporting Logs  
Review Steps  
Technicians  
Work Order  
System Admin  
Purges

Run Report List

Search By: Report Title Get

Title: CM

Title	Description	Text Only Report	Report File Name
CM Counts By Area Id Between Requ...	Change Counts By Area Id Between I N		Reports\671 - ChgsByAreaIdBtwnReqDates.r
CM DISC Notification of Change	DISC Notification of Change for Exter N		Reports\671 - DISC Notification of Change.rpt
CM Request Report By Chg Nbr	Change Request Report By Chg Nbr N		Reports\671 - ChangeRequestReportByChgN
CM Request Report by Seq	Change Request Report by Sequenc N		Reports\671 - ChangeRequestReport.rpt
CM Review Steps Not Released	Rev Steps Not Released on Closed, N		Reports\671 - CMReviewStepsNotReleased.r
CM Summary Between Scheduled D	CM Summary Between Scheduled D N		Reports\671 - ChgSummaryBtwnSchdDates.r
CMs Closed but Implementation Info	Changes Closed but Implementation N		Reports\671 - CMsClosedButImplInfoMissing
CMs Completed Outside Approval - E	Changes Completed outside the app N		Reports\671 - CMsCompletedOutsideApprova
CMs Implemented But Not Closed	Changes Implemented but not Clos N		Reports\671 - CMsImplementedNotClosed.rp
CMs Implemented Near or Before th	Changes Implemented near or befor N		Reports\671 - CMImplementDateVSRquestC
CMs Not Closed but Scheduled Date	Changes not Closed but Scheduled N		Reports\671 - CMsNotClosedScheduledDateI
Cycle History Report	Cycle History Report N		reports\sqlcycle history report.rpt
Cycle Summary Trial Balance	Cycle Summary Trial Balance N		reports\sqlcycle summary trial balance.rpt
Data Services for Dept by Location	List of Data Services with Location... N		reports\671-data services for gl by location.rpt
Distribution Ids with Serial Numbers	Distribution Ids with Serial Numbers N		Reports\671 - DistIdsActiveWithSerialNbrs.rpt

Records: 1 to 108 of 108

Add New... Edit Report

The list of Change Request reports is fairly short.

5. Double click on the report you would like to run.  
For example: CMs Not Closed by Scheduled Date Passed
6. If parameters are required to execute the report, the Report Parameters screen will open.  
Enter the requested parameters, then click the Run Report button.

https://kirms.state.ks.us/?Mode=New&id=316&ReportFileName=Reports\671 - CMsNotClosedScheduledDa - Microsoft Internet Explorer p

Report Parameters

Please Enter the Parameter Values Below:

Enter Begin Scheduled Date as mm-dd-yyyy: 12/1/2011

Enter End Scheduled Date as mm-dd-yyyy: 12/31/2011

Run Report

Export Report

Report File Name: CMs Not Closed but Scheduled Date passed(E:\Mysoft6\MainWeb\Reports\671 - CMsNotClosedScheduledDatePassed.rpt)



NOTE: if you get a message that says “**No data found for this report**” there were no records in KIRMS that fit your parameters. You can rerun the report with other parameters, if needed.

7. The report will display on the screen and can be reviewed on the screen or:  
Printed – right click on the report and select Print,  
Saved to a file - click the disk in the upper left corner,  
Emailed to someone – click the Email button at the bottom, or  
Exported - If you would like to export the report to use the data in some other software like Excel, select the Export Format Type

NOTE: If you select Excel, be sure you also check **Maintain column alignment** when that window pops open at the bottom.

8. Close the report by click the red X in the upper right corner.